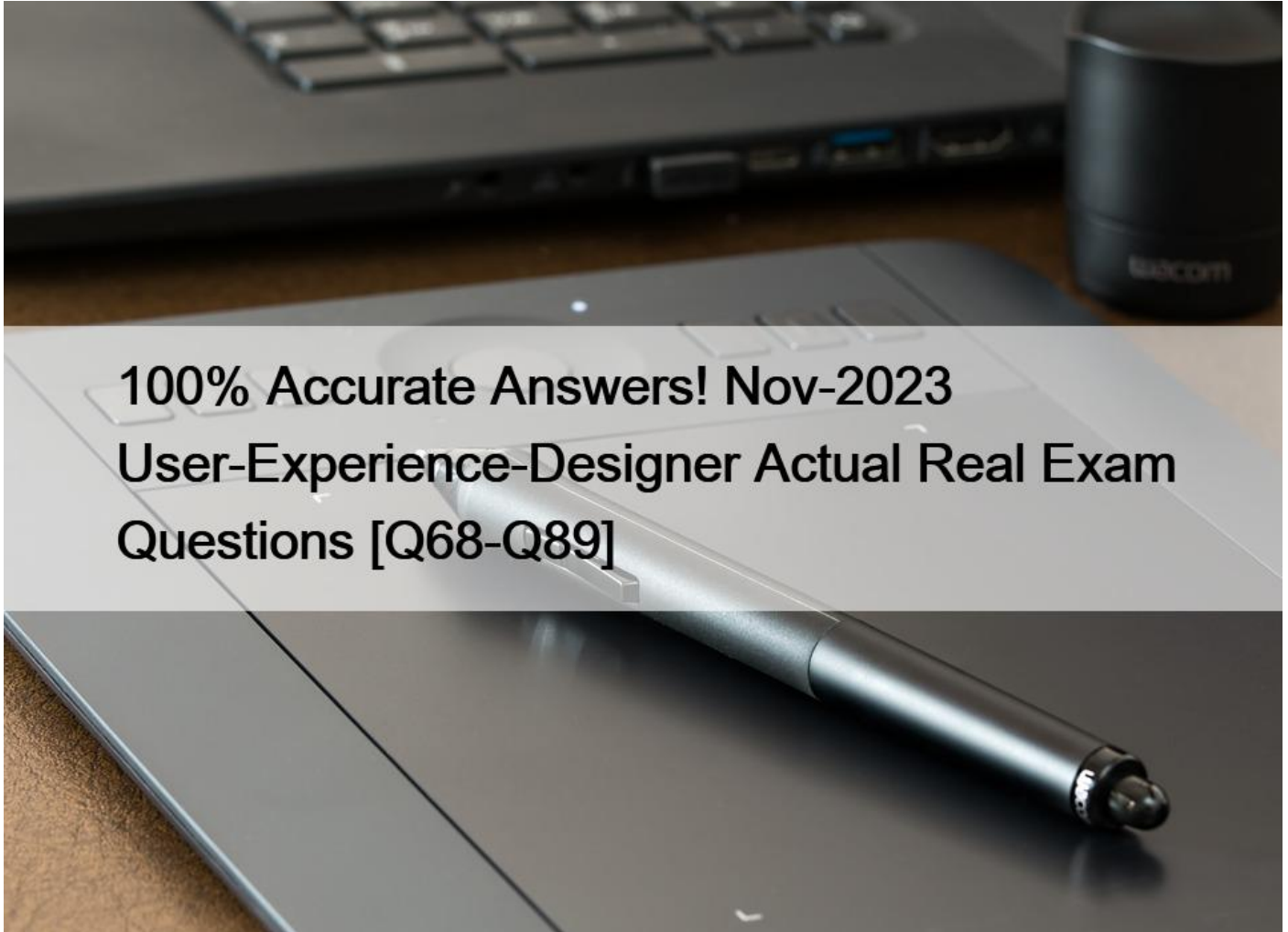


100% Accurate Answers! Nov-2023 User-Experience-Designer Actual Real Exam Questions [Q68-Q89]



100% Accurate Answers! Nov-2023 User-Experience-Designer Actual Real Exam Questions Best Value Available! 2023 Realistic Verified Free User-Experience-Designer Exam Questions QUESTION 68

The UX Designer at Cloud Kicks is considering using a custom Lightning component to fulfill a specific business requirement.

Which two best practices should be considered?

Choose 2 answers

- * Prioritize Aura markup even if there is a Lightning Web Component (LWC) available.
- * Find the closest Salesforce Lightning Design System (SLDS) Blueprint to help inform the custom Lightning component.
- * Create HTML markup and link the SLDS stylesheet via static Resource.
- * Exhaust the list of available base Lightning component in the component Library.

QUESTION 69

A UX Designer has been asked to improve Salesforce adoption among sales representatives at Cloud Kicks.

After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process.

What should the designer do next?

- * Tell the customer they need to improve operations before any work can be done.
- * Log the findings and move forward with presenting possible solutions.
- * Recommend Field Level Validation to ensure users are entering the correct data.
- * Conduct a workshop with stakeholders to align on the current state and build consensus.

QUESTION 70

A UX Designer at Cloud Kicks is planning out the company's website redesign using Experience Cloud and will help guide discovery.

Which three outputs of the discovery process should be prepared?

Choose 3 answers

- * User Personas
- * Journey Maps
- * interactive Prototypes
- * High-Level Wireframes
- * High-Fidelity Mock-ups

Explanation

For the UX Designer at Cloud Kicks, the three outputs of the discovery process that should be prepared are User Personas, Journey Maps, and High-Level Wireframes. User Personas are fictional characters that represent a target audience for the website, and are used to help guide the website design. Journey Maps are diagrams that illustrate the user's experience as they navigate the website, and provide insights into how the user interacts with the website. High-Level Wireframes are simple sketches of the website layout, and are used to organize the website's content and design elements. Interactive Prototypes and High-Fidelity Mock-ups are not necessary outputs of the discovery process, as they are more detailed representations of the design that come later in the design process. For more information, see the Salesforce Experience Cloud documentation (https://help.salesforce.com/articleView?id=experience_cloud_overview.htm&type=5).

QUESTION 71

A UX Designer wants to communicate the value of diversity, inclusion, and equality in design.

Which three business outcomes represent these values?

Choose 3 answers

- * Less employee turnover
- * Greater market share
- * Economic growth
- * Critical investing
- * Fewer workplace debates

QUESTION 72

Cloud Kicks (CK) wants to determine whether or not the Experience Cloud site it is launching is intuitive.

CK’s UX Designer is going to conduct a usability study.

What should be one of the first steps when planning this study?

- * Define the goals of the study.
- * Design changes to the site.
- * Design the information architecture.
- * Analyze the results of the study.

QUESTION 73

Users from a small group within a Sales team have complained about an object that is often used only by team that has not been added to their Lightning app. Due to the small volume of users, the administrator is not considering creating a new app for them.

Which two Salesforce feature should be suggested to improve the end-user experience?

Choose 2 answers

- * Favorite the often-used object.
- * Add the object’s related list to the Home page.
- * Personalize the navigation bar.
- * Create a custom component on a Dashboard.

QUESTION 74

A sales representative needs to quickly see key fields whenever viewing an opportunity.

Which three Salesforce feature would allow fields to be available when they are viewing a record?

Choose 3 answers

- * Customer Links
- * Highlights Panel
- * Compact Layout
- * Tabs
- * List Views

QUESTION 75

How should a UX designer differentiate between a voice and a tone?

- * Voice reflects the expression and the tone is the way one designs
- * Voice reflects the character and tone is one’s strength
- * Voice reflects the frequency and tone is one’s pitch
- * Voice reflects the personality and tone is the way ones speaks

Explanation

Voice is the overall personality of the design, while tone is the way that personality is expressed. Voice represents the core characteristics of a design, such as the values, attitude, and emotions it conveys. Tone is how those characteristics are expressed in the design, such as the language, visuals, and other elements. For example, a design with a friendly voice might be expressed through warm colors, friendly imagery, and casual language. Salesforce has some great resources on voice and tone such as [1] and [2].

[1] <https://www.salesforce.com/blog/2017/11/voice-tone-brand-personality.html> [2] <https://www.salesforce.com/>

QUESTION 76

A UX Designer is using the human-centered design approach to redesign a portal that medical staff use to report on patient demographics.

Which activity should come first in the process?

- * Observing the medical staff while they use their existing portal
- * Estimating the cost to complete development of the portal
- * Writing technical requirements for how the portal should function
- * Designing a mockup of how the new portal will look

Explanation

The first activity in the process when using a human-centered design approach to redesign a portal that medical staff use to report on patient demographics should be observing the medical staff while they use their existing portal. This is a critical step in the process, as it helps to identify user needs, preferences, and behaviors so that the design of the new portal can be tailored to meet their specific needs.

Observing the medical staff while they use the portal will help to identify any existing problems and highlight areas where the portal can be improved. This can include issues with usability, functionality, and accessibility.

Additionally, observing how the medical staff interact with the portal can help to identify any potential areas of improvement and uncover any hidden requirements or user needs.

References:

[1] <https://www.salesforce.com/blog/2019/02/human-centered-design.html> [2] <https://uxplanet.org/human-center>

QUESTION 77

A UX Designer wants to use Paths to provide guidance about which activities sales representatives should be doing at each stage of the opportunity lifecycle.

Which two elements could be used in the Path's Guidance for Success sections?

- * Lightning Component
- * Images and Links
- * Progress Indicator
- * Rich Text

Explanation

The two elements that can be used in the Path's Guidance for Success section are Images and Links and Rich Text. Images and Links can be used to provide visual elements to the Guidance for Success section, while Rich Text can be used to provide text-based explanations and instructions. In addition, a Progress Indicator can be used to show the user's progress through the Path.

Images and Links can be used to provide visual elements to the Guidance for Success section. For example, if the user needs to read an article, a link to the article can be included, as well as an image of the article cover.

Similarly, if the user needs to view a video, a link to the video and an image of the video can be included.

Rich Text can be used to provide text-based explanations and instructions. This can include explanations of what the user should be doing at each stage of the Path, as well as any other helpful information.

Finally, a Progress Indicator can be used to show the user's progress through the Path. This can help the user understand where they are in the Path and how far they have left to go.

References:

[1] https://help.salesforce.com/articleView?id=path_guidance.htm&type=5 [2] <https://help.salesforce.com/article>

QUESTION 78

During our interview, a UX designer discovers that the most common daily task for the user is to view and commonly view reports using the global search bar for:

- * Make the global search bar bigger on every page
- * Update the homepage with access to commonly used reports
- * Add the daily task component to the homepage
- * Create the mind board to communicate the visual style of the UI

Explanation

Updating the homepage with access to commonly used reports is the best way to make sure the user can quickly access the reports they need. This could include making the global search bar bigger on every page, adding the daily task component to the homepage, or creating a mind board to communicate the visual style of the UI. Additionally, Salesforce has some great resources on designing for search, such as their Search Design Guide [1] and their Search Best Practices [2].

[1] https://www.salesforce.com/content/dam/web/en_us/www/documents/salesforce-search-design-guide.pdf [2]

QUESTION 79

Which two resource of the Salesforce Lightning Design System (SLDS) could be used to make custom application look, act, and sound like Salesforce?

Choose 2 answers

- * Full functional components
- * Blueprints and tokens
- * In-App Guidance
- * Guidelines for voice and tone

QUESTION 80

A UX Designer has been asked to improve Salesforce adoption among sales representatives at Cloud Kicks. After conducting stakeholder and user interviews, the designer finds there is no clear, consistent sales process.

What should the designer do next?

- * Tell the customer they need to improve operations before any work can be done.
- * Log the findings and move forward with presenting possible solutions.
- * Recommend Field Level Validation to ensure users are entering the correct data.
- * Conduct a workshop with stakeholders to align on the current state and build consensus.

QUESTION 81

After conducting user interviews, a UX Designer finds an equal amount of users prefer to use the Comply density setting as the Compact density setting while viewing records details.

Which one token and one utility class should be suggested to the developers to ensure custom component respect these settings?

Choose 2 answers

- * varSpacingMedium
- * specing Small
- * slds-p-around_medium
- * slds -var-m-around_small

QUESTION 82

Cloud Kicks wants to represent stages for opportunities within the sales process.

Which Salesforce Lightning Designing System (SLDS) component should be recommended?

- * Scoped Tabs
- * Activity Timeline
- * Progress indicator
- * Path

QUESTION 83

A UX designer is creating a customer support site in experience builder that will internationalized across the 12 different countries

Which two designs considerations should be made when planning for the site

- * Country may read text is a different direction (right to left) vs (left to right) and layouts will need to be adjusted
- * Country flags used as links to adjust languages provide an ideal way to switch between locals or languages for users
- * colors may have different contrast ratios in some countries and need adjusted contrast for proper visibility by users
- * colors may have different cultural meanings in different countries, changing the intent of UI elements

QUESTION 84

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QUESTION 86

Which visual design elements should be used in corporate style and branding guidelines?

- * Typography, Color, Imagery
- * A/B Testing, Heuristics, Dairy Studies
- * Sketching, Wireframes, Storyboards
- * User Stories, Scenario, UX Reviews

QUESTION 87

When designing a custom component that includes this clickable icon in a Lookup field:

What should be used as the alternative (alt) text?

- * Image of a search button
- * Search
- * Search button
- * Image of a magnifying glass

QUESTION 88

Cloud Kicks has asked its UX Designer to optimize its Salesforce instance to help the IT help desk team quickly resolve queued Case. The requirements include:

- * The ability to view their Case queue while working a particular Case.
- * A persistent place to create Notes.

Which two Salesforce configuration features should be recommended?

Choose 2 answers

- * Docked Utility Bar
- * List View & Split View
- * Dynamic Forms
- * Activity Timeline

QUESTION 89

A UX Designer is creating a customer support site in Experience Builder that will be internationalized across 12 different countries.

Which two design considerations should be made when planning for this site?

- * Countries may read text in a different (right to left vs. left to right) and layouts will be to be adjusted.
- * Country flags used as links to adjust languages provide an ideal way to switch between locales or languages for users.
- * Colors may have different contrast rations in some countries and need adjust contrast for proper visibility by users.
- * Colors may have different culture meanings in different countries, changing the intent of UI elements.

Salesforce User-Experience-Designer Certification Exam is an excellent investment for designers who want to advance their careers and demonstrate their expertise in designing user experiences on the Salesforce platform. By obtaining this certification, candidates can show their commitment to excellence in user experience design, which can lead to new job opportunities, promotions, and increased earning potential.

Salesforce User-Experience-Designer exam is an essential certification for professionals who want to demonstrate their expertise in designing user experiences in the Salesforce ecosystem. It helps individuals to validate their skills and knowledge in creating user-centric designs that align with the needs of the end-users. Salesforce Certified User Experience Designer certification is also a valuable asset for organizations that want to ensure that their Salesforce implementations provide the best user experience possible.

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<https://www.topexamcollection.com/User-Experience-Designer-vce-collection.html>